

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Annadata et al. Patent No.: 7,505,577 Issued: Mar. 17, 2009	Application No.: 09/823,590 <div style="border-top: 1px solid black; padding-top: 5px;"> REQUEST FOR CERTIFICATE OF CORRECTION UNDER 37 CFR § 1.323 </div>
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Commissioner for Patents
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Dear Sir/Ma'am:

Pursuant to 37 CFR § 1.323, Applicant submits a Certificate of Correction correcting clerical errors or mistakes minor in character in the printed patent. The desired correction is set forth on the enclosed form PTO/SB/44.

These corrections do not involve changes, which would (1) constitute new matter or (2) require reexamination. *In re Arnott*, 19 USPQ 2d 1049, 1052 (Comm'r Pat. 1991).

The errors sought to be corrected were made by:

- ☐ the Patent and Trademark Office. Thus, no fee is required for the Certificate of Correction pursuant to 37 CFR §1.322.
- ☒ Applicant(s) (at least in part). Please charge the fee, as set forth in § 1.20(a), to Deposit Account 150635.

Support for the claim amendments is given in the table below:

Original		Issued Patent		Description of Error
Page	Line	Column	Line	
Page 4 Notice of Allowance and Fees Due (01/16/2009)	Claim 7 Line 1 (Examiner's Amendment)	40	11 (Approx.)	In Claim 7, delete "performed" and insert - - method performed - -, therefor.

Patent No. 7,505,577

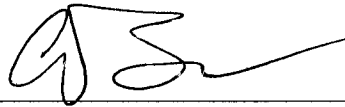
Request for Certificate of Correction

Please deduct any additional fees from, or credit any overpayment to, the
Deposit Account 150635.

Please direct all inquiries concerning this request to the undersigned attorney at
Telephone number 408-236-6687.

Respectfully submitted,

MAHAMEDI PARADICE KREISMAN, LLP



Christopher J. Brokaw

Reg. No. 45,620

Date: April 15, 2010

550 South Winchester Boulevard, Ste. 605
San Jose, CA 95128
Telephone: (408) 236-6687
Facsimile: (408) 236-6641

Attachment

UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

PATENT NO. : 7,505,577

Page 1 of 2

APPLICATION NO.: 09/823,590

ISSUE DATE : Mar. 17, 2009

INVENTOR(S) : Annadata et al.

It is certified that errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On face page, in field (75), in column 1, in "Inventors", line 2, delete "Rohir" and insert - - Rohit - -, therefor.

On face page, in field (57), in column 2, in "Abstract", line 1-13, Delete "An apparatus and method that stores a status of a system immediately before an interruption of a power supply. A request for a status-storing process is outputted from an application to a check point manager in a module. A request for an execution of a snapshot output to components such as the application and a device driver is outputted to the manager. A sequence at this time is based on a sequence recorded in a status-storing database and represents a dependence relation between the components. When each component receives the request for the snapshot output, a function existing in a particular address for each component is read and the component status is outputted as a snapshot file through the manager to a non-volatile memory." and insert - - An apparatus and method for coordinating communication between one or more agents and a plurality of communication channels associated with different media formats such as telephone, email, and fax. A first request in a first media format can be received via a first communication channel and a second request in a second media format can be received via a second communication channel. Agents can be enabled to access requests in one or more of the media formats, and requests can be assigned to agents based on the types of media formats the agents can access, the subject matter of the requests, and/or the agents skills. The requests can be placed in a queue until an agent is available to accept the request. Rules for assigning requests to agents can be included in a queuing engine. Agents can also decline a request routed to them, and route the request to another agent or return it back to the queue. - -, therefor.

On sheet 21 of 41, in FIG. 2q, Line 3, delete "parameterand" and insert - - parameter- -, therefor.

On sheet 30 of 41, in Figure 4c, line 7, delete "wheter" and insert - - whether - -, therefor.

On sheet 33 of 41, in Figure 4h, line 3, delete "varchar" and insert - - Varchar - -, therefor.

MAILING ADDRESS OF SENDER (Please do not use customer number below):

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Redwood Shores, CA 94065

This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. **SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

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Page 2 of 2

APPLICATION NO.: 09/823,590

ISSUE DATE : Mar. 17, 2009

INVENTOR(S) : Annadata et al.

It is certified that errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On sheet 39 of 41, in Figure 5, below box no. 25(2), line 3, delete "350(7)" and insert - - 35(7) - -, therefor.

In column 9, line 2, delete "(FIG. 2i)" and insert - - (FIG. 2I) - -, therefor.

In column 20, line 34, delete "languagecode:" and insert - - languageCode: - -, therefor.

In column 23, line 60, delete "item" and insert - - item. - -, therefor.

In column 26, line 17, delete "ScheduleEndTiem," and insert - - ScheduleEndTime, - -, therefor.

In column 27, line 48-49, delete "NlongestWaitTiem," and insert - - NlongestWaitTime, - -, therefor.

In column 40, line 11, in claim 7, delete "performed" and insert - - method performed - -, therefor.

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